Tips for managing telework & flextime

1. Determine and document which positions under your supervision include duties that can be performed from home. These are positions that function with minimal supervision, have responsibilities that may not require as much face to face interaction and that do not require on-site customer support. These will be positions where providing services by phone or email can work, or where the employee can complete their work as long as they have access to systems to support business continuity.
   a. Within these positions, determine if the employees in them have what they need to telework. For example,
      i. an AU issued laptop computer
      ii. their own computer (which may create some limits on what can performed from home),
      iii. VPN access (since email is available through the web, an employee who just needs email to work from home, may not require VPN),
      iv. Access to necessary systems
      v. Other
   b. If the answer to any of the above is no, what options might you have to remedy the barrier? i.e. does your department have a loaner laptop? how quickly can you get the employee VPN access? etc.
   c. If the barriers persist, the employee may have to be designated as not eligible for telework

2. Determine and document which employees are not eligible for telework. These are positions where the employee needs to be on site to perform his/her duties or provide services. i.e.
   a. a Nurse must be on site to provide direct patient care
   b. a front desk staff member needs to be onsite to greet/check in students, faculty, staff, patients or other visitors, answer phones and provide administrative support. The positions may be a better candidate for flextime.

3. Within this group of employees not normally eligible for telework, are there duties and responsibilities that could be assigned one day a week which may allow them to telework for at least one day while being in the office on the other four days? This may assist with general scheduling as managers seek to create social distancing by reducing the number of employees on site on any given day.

4. Determine and document which employees might be eligible for flexible schedules. Consider allowing earlier than normal start times and later than normal end times if that will you reduce the number of employees on site at any given time.

5. Once you have completed your designations, consider mixing telework and flextime.

6. For example, you may schedule employees for telework twice a week and spread the schedule throughout the week for the employees where this is an option. This will reduce the number of employees in the office at any given time while still having coverage on site to ensure continuity of service.

7. With flex time, you may consider four (4) 10 hour days or other creative options which will also serve to reduce the number of employees in the office in any given time.

8. Sample schedules:
a. Sample 1: College A has 10 departments. Administrative staff members will be allowed to be in the office 4 days per week and telework on the fifth day. This ensures that student and other phone calls are promptly answered and messages relayed to Department Chairs and Faculty as necessary and that any other administrative duties can be performed. On the fifth day, when administrative staff are teleworking, calls can be forwarded to the on-site administrative staff for coverage.

b. Sample 2: College B has 9 departments. Administrative staff members in position that are not right for telework will work 4 10 hour days; with each day per week having staff scheduled to be off.

c. Sample 3: Department C has 16 staff positions; 11 employees are in positions where teleworking is an option and 5 staff are in positions that require that they be on site to perform their duties. The teleworking employees are set up for 4 at a time to telework, with 4 teleworking on Mondays & Thursdays, 4 Teleworking Tuesdays & Fridays, 3 Teleworking Wednesdays & Fridays, and the 5 flex schedule employees are set up to work 4 10 hour days, with at least 1 employee off on each day of the normal workweek. This will result in 5-8 employees not being on site on any given day.

9. Offices may also consider forwarding calls to employee cell phones where possible to ensure availability which may open up teleworking as an option. If this is considered, managers should ask employee if they would like to consider this and obtain the employee’s approval to have calls transferred to their personal phone since this is not a normal practice.

10. If you face a situation where part of an employee’s duties can be done via teleworking but part require them to be onsite, consider allowing teleworking for the part of the job that works for this. The split designation should not limit use of teleworking where possible.

11. Full-time telework for those employees deemed eligible for telework is also possible; if this is selected, managers are encouraged to arrange for regular check in calls to keep employees engaged and connected to AU during this time.